WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support
Bureau of Work Support Programs

BWSP OPERATIONS MEMO	
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PRIORITY:	**High**

TO: **Economic Support Supervisors**
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies

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Work Programs Section

SUBJECT: **W-2 CASE MONITORING**

PURPOSE

This memo provides W-2 agencies with information regarding Department of Workforce Development monitoring of individual W-2 cases.

BACKGROUND

Department of Workforce Development (DWD) staff (and Private Industry Council staff in Milwaukee) currently perform intensive case reviews of individual W-2 cases on a monthly basis. The purposes of these reviews is to:

1. Ensure appropriate case management and quality customer service are being provided.

2. Recommend additional actions that the W-2 agency may wish to consider in moving the customer toward self-sufficiency.

3. Assist the agency in preparing for an eventual extension request, should one become necessary.

INTENSIVE CASE REVIEWS

DWD regional office staff, as well as PIC staff in Milwaukee, review all cases that have used 18 or more months in their current W-2 placement. In regions with few cases at 18 or more months, additional cases with a lower number of months used are also reviewed. An intensive case review (ICR) consists of a thorough CARES desk review followed by an on-site review of

the case file and discussion with agency staff. The reviewer provides feedback on case management and may recommend additional action steps.
An additional step in the ICR process is now being implemented. Completed ICRs will be randomly pulled and reviewed by a team of DWD staff from other regions. Regional offices will participate in the review team on a rotating basis. This review process will ensure increased consistency in case monitoring efforts statewide, as well as consistency in feedback to W-2 agencies. It will also benefit W-2 agencies and customers by providing yet another set of "eyes" to look at a case and perhaps discover additional barriers or identify additional action steps for addressing barriers earlier in the process (prior to an extension review).

For the review team to perform a comprehensive review of the completed ICR's, they will need a copy of pertinent information from the participant's paper case file. Because review team members will be from around the state, not in the region in which the agency is located, they will not be on-site to access case records. Therefore, W-2 agencies are asked to cooperate in providing the necessary case record material. The review team will need information from the previous 12 months to include the following: medical capacity forms and doctors' statements, SSI information, any assessment or evaluation documentation, any case notes or participation information not in CARES, and anything else that the agency feels would provide information on the capacity of the W-2 participant and case management strategies that have been used to address them. Copies of CARES screen prints are not necessary.

W-2 agencies have a number of options for providing these materials. Agencies should work with their regional office to determine which of the following methods will work best in each case. Options include:

1. The W-2 agency, when contacted, makes a copy of the requested case file(s) and sends them to their regional office. The regional office provides copies to the review team.

2. The W-2 agency sends the original case file to their regional office. The regional office copies and distributes to the review team and returns the original file to the W-2 agency within 7 business days.

3. Regional office staff go into the agency and copy the specific case records using the agency's copy machine.

4. Other workable alternatives, as agreed upon by the agency, their regional office staff, and review team members.

CONTACTS

Direct questions related to W-2 monitoring or the processes described in this memo to your DWS Contract Manager (Regional Office).

DWD/DWS/BDS/KH